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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORMInvestigator: Deb ReaganPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2010 85872Date: 3/22/2010Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableComplaint By: First: Last:
Mary HansonAccount Name: Mary HansonHome:Street:Work:City: San ManuelCBR:State: AZ Zip: 85631is: CellularUtility Company: Coronado Utilities, Inc.Division: Sewer-waterContact Name: Jason WilliamsonContact Phone:Nature of Complaint:

***** SW-04305A-09-0291 *****

Customer sent the following -

March 14, 2010

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007RE: SW-04305A-09-0291
Coronado Utilities, Inc - San Manuel

Dear Corporation Commission Members:

Please accept these written comments since I will be unable to attend the hearing that is to be held March 23, 2010, regarding the above referenced docket number.

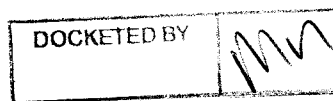
The last public hearing held in the local San Manuel High School auditorium, was informative from the perspective of the Commission. You explained the direction or the charge the Commission is expected to carry out, protecting the citizens from gouging and the corporations/business entities right to invest in and to operate public utilities.

The community of San Manuel has had a bitter pill to swallow with Coronado Utilities, Inc. and the forced acceptance of a new sewer system. I can reference early letters from Coronado Utilities who assured the members of this community that following the three rate hikes, there would be no more. If this newest proposed rate hike is to guarantee a profit to the sewer company to "cover expenses," then I would urge the Commission

Arizona Corporation Commission

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to investigate the company's financial management.

I can assure you that I have been forced to return to work since my husband's death. My income has not risen by 18 percent. It hasn't increased at all and I count myself fortunate to even have a job. Many of my neighbors and members of this community are not so fortunate. It would seem that in the atmosphere of our current depressed economy, further increasing the financial burden on an already overburdened, depressed, and rural community is not going to improve the situation.

My employer does not guarantee my job nor does the government guarantee any of my investments. Therefore, it seems presumptuous that Coronado Utilities, their investors and board members should be guaranteed any increase to guarantee their margin of profit at this time. I realize the Commission is charged with upholding the contractual agreement with the privately funded utility companies. But I also realize, you have the authority to deny such requests to protect the people you serve. This is no more acceptable than the automakers begging Congress for bail out monies. The corporate heads do not lose from their own inflated income. I cannot imagine the Commission allowing the corporate body of Coronado Utilities, Inc., to continue to – their bottom line at the expense of a poor community.

In closing, I would like to add my brief personal experience. Following a catastrophic injury, my husband was hospitalized for several months. I borrowed as much money as I had paid for my house to have it retrofitted to become wheelchair accessible. Unfortunately, he never got to come home. I work in Tucson near the Tucson Airport sixty-five (65) miles from San Manuel. I come home once a week and often I am only here long enough to gather the mail. There have been months where I may have flushed the toilet four times and that has been the extent of my water usage. That is more than \$10 for a single flush. If you were in my position, what would you think? The depressed market leaves my home unsaleable and because I must work it is virtually unusable to me.

If the current market was strong, then a profit for the investors would be more palatable. The Commission is comprised of good, solid citizens. I can only hope politics does not color your decisions, and that a "right" is not necessarily an "entitlement" based on the current economy.

Respectfully,

May Hanson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 3/22/2010

Opinion No. 2010 - 85872
